



2012-2013

TALKING TRASH

YOUR GUIDE TO THE CITY OF RALEIGH'S SOLID WASTE SERVICES



Wilders Grove Solid Waste Services Facility



ph.919.996.6890 • www.raleighnc.gov

City of Raleigh

Solid Waste Services Department

MISSION STATEMENT

*“To PURSUE a commitment to PROVIDE
a safe, efficient, and effective solid waste collection
and disposal system that PROTECTS the
natural environment, citizens of Raleigh and
its employees and that PRESERVES the
quality of life of our citizens and their environs
today and into the future. We SHALL pursue
this commitment in such ways so
no one else can compare.”*

Cover Image:

Wilder's Grove Solid Waste Services Facility The Wilders Grove Solid Waste Services (SWS) Operations Center is the latest City of Raleigh facility. The facility opened January 25, 2012. The state-of-the-art operations center is the headquarters for the Solid Waste Services Department.



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Household Garbage Collection

Fully automated garbage collection is the most efficient and safest way of collecting garbage. Using this method of collection utilizes one driver per truck operating a robotic arm to empty carts into the truck. There are no extra people to manually get out and collect excess garbage outside the cart. It is crucial that all garbage fit inside the cart to maintain the efficiency of the system. **Bags or other items left outside the cart will not be collected.**

The City provides each Capital City household with one 96-gallon cart to use to take garbage to the curb. The garbage carts are spacious and easy to roll.

Proper preparation of garbage:

- Place the garbage cart a few inches from the curb or edge of the street, **not in the street.**
- Place the cart so the front faces the street and the **handle faces your house** (see arrows on lid).
- Place the cart at the curbside no earlier than noon the day before and no later than 7 a.m. on your collection day. The cart must be retrieved from the curb no later than 7 p.m. on the day after your collection and moved to a place not easily seen from the street when facing the front door of the house.
- The cart must be at least five feet from mailboxes, utility poles, parked cars, recycling or yard waste containers or other items that collection equipment can damage.
- Bag your garbage before placing it in the garbage cart to keep the cart clean, lessen odors and reduce litter problems.
- Garbage bags should fit securely inside cart with the lid closed. Garbage overflowing or on top of cart is likely to fall off when serviced and litter your neighborhood.
- Use only City-issued carts; no other carts can be emptied by the automated trucks.
- Do not park cars on the street on your designated collection day.

Do NOT put the following items in the garbage cart:

Yard waste; loose or hot ashes; loose cat litter or other animal waste (please double bag); unbagged packing pellets; hazardous or medical waste; Loose needles or syringes*; concrete, rocks or dirt.

**Loose needles or syringes should be placed in a metal container with a lid such as a coffee can, before placing in the garbage cart.*

State law prohibits the disposal of the following items in landfills. These items should not be put in the garbage cart. See other sections of this booklet for proper recycling or disposal methods.

Antifreeze; motor oil; whole tires, aluminum cans, oyster shells, yard waste; lead acid batteries; appliances; cardboard**

Carts are embedded with RFID tags that geo-code them to a specific address. If you move, please leave the carts at the home for the next resident.

** Wake County Ban



Some homeowners may qualify for exemptions from the curb side service.

For more information about the exemption call the City's Solid Waste Services Department at 919-996-6890.

Smaller Garbage Carts



Smaller 65-gallon garbage carts are available for residents who do not generate enough garbage to fill the 96-gallon carts. Residents may make the switch to the smaller cart one time at no charge. To arrange the exchange, call Solid Waste Services at 919-996-6890.

Garbage Cart Repair

From time to time, maintenance is required on garbage carts or they may need to be replaced. Call Solid Waste Services at 919-996-6890 to request a repair or replacement. A supervisor will assess the container. If it is beyond repair due to normal wear and tear, or was damaged while being serviced, it will be repaired or replaced. Containers will not be replaced for free as a result of vandalism or abuse.

Non-Residential Collection

Non-Residential properties such as schools, churches, and businesses who would like to request garbage and recycling collection should contact the Code Enforcement and Billing Manager at 919-996-6874. These properties will be investigated by operational staff or a code enforcement officer in order to determine eligibility. In most cases properties located in a primarily residential area that do not have in topographical or logistical issues that prevent collection are approved to receive services. All non residential properties that qualify for service must purchase the garbage and recycling carts. Non-residential customers cannot use recycling bins, they must use recycling carts.

Properties that request garbage service must also receive recycling service or be able to demonstrate how recycling needs will be met. Properties that place recycling in garbage carts are subject to administrative fees and civil penalties.

Need Assistance Collection Program

Customers who are unable to bring garbage or recycling carts or bins to the curb can enroll in the Need Assistance Collection Program by calling the Customer Support Centers at 919-996-6890 or by sending an email request to sws@raleighnc.gov. A Need Assistance enrollment form will be sent to them for completion by the resident and their physician. The form can be sent via mail to City of Raleigh, Solid Waste Services, Need Assistance Program, P.O. Box. 590 Raleigh, NC 27602 or faxed to 919 212-4290, attention Need Assistance Program. The customer will be notified when this service is approved and will start. Once service begins carts must be placed on the side of the house or behind the house and not located inside a fence on collection day. All animals must be tied up and enclosed in a fence. When placed on Need Assistance Solid Waste Specialists will pick up the customers garbage and recycling at the house. At no point will the customer have a choice to have just their trash serviced from the house and put their recycling bin or cart at the curb. Both the garbage and recycling must be serviced from the house in order for the customer to qualify for the Need Assistance Program. All customers will be audited by having to resubmit the Need Assistance Form on a yearly basis.

Recycle More Items!

Raleigh provides convenient collection of many different items! By diverting these valuable recyclable materials to the recycling container residents can save 20% (or more) of the space in their garbage cart for materials that must go to the landfill. Don't have a recycling container? Call Raleigh Recycling at 919-996-6890 to have one delivered. Raleigh also offers recycling drop off centers around the city that accept all the materials collected curbside. See the Recycling Drop Off Centers section of this booklet for locations.

Purchase An Additional Garbage Cart

Each household may purchase one additional garbage cart from the City for a one time fee of \$40*. A single family dwelling may not have more than two containers unless the dwelling is being used as a multifamily dwelling, such as a rooming house or conversion house with multiple units within one building. To purchase a garbage cart over the phone using a VISA or MasterCard, call the Revenue Office at 919-996-3200. Residents can mail their request, along with payment to City of Raleigh, Revenue Services - 26, PO Box 590, Raleigh, NC 27602-0590. Payment for garbage carts may also be made in person at:

Avery C. Upchurch Municipal Complex

222 W. Hargett Street,
1st Floor Revenue Services lobby
Monday-Friday, 8:30 a.m.- 5:00 p.m.

**Subject to change based on the current cost to the city.*

Once payment is received the Solid Waste Services Department will deliver the cart.



Bulky Load Collection

Free collection for bulky items that do not fit into the garbage cart is available. Bulky items are items such as household furnishings, mattresses, box springs, lawn equipment, and similar household items too large to be placed in the garbage cart. This service is a residential service and not available to businesses or commercial entities. Please note the following:

- To maintain the efficiency of our crews, please accumulate several items prior to scheduling this extra collection.
- Each household is limited to one free bulky load collection per quarter.
- A bulky item collection load at a single address is limited to four (4) cubic yards (about a pickup load size).
- If you schedule a free bulky load collection and it is deemed to be in excess of 4 cubic yards, you may be assessed the fee of \$50 per load for a Special Load Collection.
- Excess bags of garbage that would normally be put in the garbage cart will not be collected.
- No odor-causing waste will be collected.
- Large appliances cannot be collected (see Special Load Collection section).
- Place the materials on the curb, not in the street, no earlier than noon of the day before the assigned collection day and no later than 7 a.m. on the assigned collection day.

- No materials from contracted jobs or land clearing will be collected.
- No construction or building materials will be collected.
- Packing peanuts must be contained in a box or sealed plastic bag to prevent the polystyrene (Styrofoam) from blowing around your neighborhood or out of the collection truck.
- Any material that may be wind blown must be bagged.
- You must call Solid Waste Services Customer Service at 919-996-6890 ahead of time to schedule a bulky item collection. Most collections will be set up for your next regularly scheduled collection day. Items placed at the curbside without scheduling first will not be picked up by regular garbage, recycling or yard waste collection crews, and may incur a \$50 citation for violation of the Solid Waste Code.

Small appliances are considered to be electronics (any item with a cord) and should be taken to one of the city's drop off centers that accept electronics or to Wake County's Multi-Materials Facility to be recycled. If you are scheduling an Electronics Collection you may include small household appliances in that free collection. You may not schedule an Electronics Collection for just small household appliances; Electronics Collection must include computers or televisions. (See section on Electronics Collection.)

When scheduling a pick up, please have the following information available:

- Name
- Address
- Daytime phone number
- Description of item(s) to be collected
- Regular collection day

Items That Cannot Be Collected As Bulky Load:



The following items cannot be collected as bulky items. Residents may take some of these items to Wake County's Landfill or Multi-Materials Facility, or contract with a private waste hauler. Important: Please call Wake County Solid Waste Management at 919-856-6186 to ensure their landfill rules have not changed before making the trip.

- **Any material resulting from work performed by a contractor**
- Appliances (dishwashers, dryers, freezers, refrigerators, stoves, ovens, washers, water heaters)
- Automobile parts including motors, tires, batteries
- Building materials
- Central air conditioning or heating units
- Ceramic tile
- Concrete blocks or brick
- Dirt
- Duct or sheet metal materials
- Fence posts with concrete attached
- Floor coverings (except carpet/padding installed or removed by homeowner)
- Glass
- Marble or simulated marble countertops
- Nails or boards with protruding nails
- Pallets

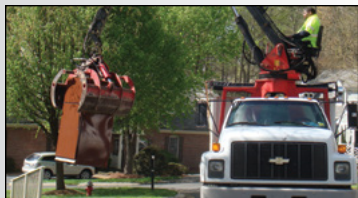
- Plaster or any materials resulting from contractual work or commercially related activities
- Propane and/or oxygen tanks
- Rocks
- Roofing
- Sand
- Sheetrock
- Water tanks
- Yard waste material or tree stumps

Do You Have Good Useable Bulky Items?

The City of Raleigh supports reuse of useable items before disposal. If you have items in good condition and working order, please consider donating them to a non-profit organization, having a yard or garage sale, or taking them to the city's Swap Shop (see the Swap Shop section of this brochure).

Special Load Collection

Special collection of trash not normally collected by Solid Waste Services (such as large appliances, brush, etc.) may be arranged for a fee of \$50 per load. This service is a residential service and not available to businesses or commercial entities. The \$50 fee covers a collection of approximately 4 cubic yards – approximately one pick-up truck load. If the driver determines there is more than 4 cubic yards of trash at the curb, additional increments of \$50 per 4 cubic yard may be charged.



Items Not Accepted For Special Load Collection Include:

- Rocks, dirt, building materials,
- Loose leaves, tree limbs larger than five feet long and six inches in diameter,
- Car parts,
- Stumps,
- Tires,
- Chemicals and paints,
- **Any material or debris resulting from work done by a contractor.**

When preparing the materials for collection, please follow these guidelines:

- Separate items into like piles (i.e. household items together, brush all together, etc.)
- Place the items on the curb, not in the street.
- Be sure the items are clear of overhead utility lines, utility poles, guide wires, sign posts, utility boxes and low-hanging tree branches.

Payment for this residential service must be made in advance by one of the following methods:

- **In person:** Avery C. Upchurch Government Complex,
1st Floor Revenue Services Lobby,
222 W. Hargett Street,
Telephone: 919-996-3200,
Monday - Friday 8:30 a.m. to 5:00 p.m.
- **By phone:** VISA or MasterCard at 919-996-6890; or
- **By mail:** City of Raleigh, Revenue Services – 20,
PO Box 590, Raleigh, NC 27602-0590



When scheduling a pick up, please have the following information available:

- Name
- Address
- Daytime phone number
- Description of item(s) to be collected
- Regular collection day
- If any of the items are recyclable* (metal or electronic)

** Note: The City of Raleigh has drop off facilities for any item with a cord. Wake County has drop off facilities for any item with a cord and scrap metal items such as broken bikes, grills, and mowers. If your load includes any of these items please advise the operator and keep the items separate from the other trash when placing at the curb.*

Call 919-996-3798 for a recorded message with additional information about this service.

Items placed at the curbside before making payment will not be picked up by regular garbage, recycling or yard waste collection crews, and may incur a \$50 citation for violation of the Solid Waste Code.

Dead Animal Collection

Solid Waste Services will collect a dead animal that has been placed on the curbside. Residents may put the animal in a bag or box if desired. Do not put a dead animal in the garbage cart. Call Solid Waste Services at 919-996-6890 to arrange for the collection prior to placing the animal on the curbside.

Solid Waste Services keeps all animals collected that were not reported by their owner and have any type of collar or tag for 48 hours. Attempts are made to reach the owners of animals with identification (ID tag or chip). Residents may call 919-996-6890 to determine if there is a record of their animal being picked up by ID, collar, location or description.

To report a dead animal in the road or public right of way, call Solid Waste Services at 919-996-6890 from 7 a.m. to 4 p.m. Monday through Friday. After hours and on weekends report the dead animal to 919-996-6311.

Other Disposal Options

Wake County Convenience Centers

Raleigh residents may take trash and recyclable items to Wake County's Convenience Centers at no charge. All eleven Convenience Centers are open 7 am to 7 pm. Visit www.wakegov.com/recycling for a complete list of locations and acceptable items.

Household Hazardous Waste

Residents can properly dispose of hazardous items such as paints, auto fluids, garden chemicals and fluorescent lamps at either Household Hazardous Waste (HHW) Facility, Monday through Saturday, 8 a.m. until 4 p.m. North Wake HHW is located at 9037 Deponie Drive in Raleigh and South Wake HHW is located at 6130 Old Smithfield Road in Apex.

Multi-Materials Facilities

Residents and businesses can recycle items such as appliances, CDs and DVDs, computers, electronics, car batteries, motor oil and tires at either Multi-Material Recycling Facility (MMRF) Monday through Saturday, 8 a.m. until 4 p.m. North Wake MMRF is located at 9029 Deponie Drive in Raleigh and South Wake MMRF is located at 6130 Old Smithfield Road in Apex.

For more information about Wake County facilities call (919) 856-7400 or visit www.wakegov.com/recycling.

Raleigh Recycling Programs

Recycling helps to conserve natural resources and reduce air and water pollution associated with manufacturing goods. In addition, recycling can save as much 20% or more of the room in your garbage cart for items that we cannot recycle in Raleigh and must be landfilled.

In addition to curbside collection, Raleigh Recycling operates drop-off recycling centers and a Yard Waste Recycling Center for recycling yard waste debris. Special recycling programs are also offered at fire stations for rechargeable batteries and at many city parks for beverage containers.

Curbside Recycling Collection

The City of Raleigh makes curbside recycling simple and convenient for you. Recycling is easy, and it's rewarding. Just a few minutes a day is all it takes to do your part in reducing the amount of solid waste we put in the county landfill. To participate in the curbside program, simply place your recyclables in the blue roll cart or green bin and set it on the curb, not in the street, no earlier than noon the day before or no later than 7 a.m. on your designated collection day each week. Just like the garbage cart, the recycling cart or bin must be retrieved from the curb by 7 p.m. on the day after your collection. Each household receives one recycling cart or bin free of charge. Don't have a recycling cart or bin? Call Raleigh Recycling at 919-996-6890 to have one delivered.

Raleigh Recycling provides curbside collection of these items for all residents receiving curbside cart garbage collection:

- | | | |
|---|---|---|
| <input type="checkbox"/> Metal food cans | <input type="checkbox"/> Corrugated cardboard (3'x3' pieces) | <input type="checkbox"/> Aluminum beverage cans |
| <input type="checkbox"/> Paperboard, boxes and tubes | <input type="checkbox"/> Most #1-#5 and #7 plastic containers | <input type="checkbox"/> Gable top cartons |
| <input type="checkbox"/> Glass food and beverage containers | <input type="checkbox"/> Aseptic (drink) boxes | <input type="checkbox"/> Newspapers and all inserts |
| <input type="checkbox"/> Aluminum foil & trays (clean) | <input type="checkbox"/> White and colored paper, including junk mail | <input type="checkbox"/> Plastic beverage rings |
| <input type="checkbox"/> Magazines and catalogs | <input type="checkbox"/> Telephone books | <input type="checkbox"/> Spiral paper cans |

Acceptable Recyclable Materials and How To Prepare

Metal Food and Beverage Cans

- Rinse lightly. Place the lids of steel food cans inside the can for safety.

Plastic Containers

- Rinse lightly.
 - Plastic lids or caps can be left on the emptied bottles, but any metal caps or rings should be removed. Loose caps will get lost and discarded.
 - Plastic clam shells, deli trays, frozen food trays, thin plastic cups, flat plastic lids, produce bags and bottle pumps cannot be recycled through the City's program. **No polystyrene, also known as Styrofoam.**
 - Please do not recycle any plastic bottle that previously contained hazardous material that may come in contact with our workers, potentially causing harm. Examples of harmful products include motor oil, brake fluid, or pesticides, anything with the poison symbol on it.
- ⌞ Larger plastic items should not be crammed into the recycling cart or left beside it. They will not be collected. Items such as large plastic toys, lawn furniture, garbage cans and car seats (and many other large plastic items) can be recycled but can not be collected curbside. Residents may take these items to the collection box at the Yard Waste Recycling Center at 900 N. New Hope Road Monday through Saturday from 7 am to 4 pm or wait for a special collection event. Special events are announced on our web site, advertised in the local newspaper and emailed to our MyRaleigh Subscriptions group. To join this group and stay informed visit www.raleighnc.gov and click on MyRaleigh Subscriptions.

Glass Food and Beverage Containers

- Rinse lightly and remove any plastic or metal tops.
- Please do not include any broken glass which could potentially harm our workers.
- Glass food and beverage containers are the ONLY glass products the City collects for recycling.
- Plate or window glass, light bulbs, mirrors, dishes, glassware and ceramic materials **cannot be recycled** through the City's program.

Gable Top Cartons

Examples of gable top cartons include milk and juice cartons and laundry softener cartons.

- Remove plastic lid and discard.
- Rinse lightly.

Aluminum Foil and Food Trays

- Remove ALL food residue.

Important! Since foil is so thin, it will actually be destroyed in the melting process before any food residue! So, if you are not willing to clean the foil, please discard it.



Plastic Beverage Rings

- Soft pliable rings only. No need to clip individual rings.

Aseptic (drink) Boxes

Examples include juice, soup and milk boxes.

- Remove straw and discard.



Paperboard, Boxes and Tubes

- Remove liners (such as the bag that holds cereal) and discard.
- NO boxes with wax coatings where wax can be scratched off with a finger nail.
- NO boxes with metallic coatings (often seen on tooth paste or beer boxes).



Newspapers and All Inserts, Magazines, Catalogs, and White Paper

- Remove from any plastic bags or other coverings. Take plastic bags to your grocery store to be recycled.
- Acceptable paper includes direct mail (junk mail), envelopes, (including window envelopes), and copy and fax paper, printed or blank. Please -- no neon or deeply colored paper; checkbooks; books; carbon paper; paper with adhesive backing; napkins, tissues or other paper products. And please, NO UNOPENED MAIL - it may contain items such as promotional stickers or product samples,
- Put shredded paper in a paper bag and staple it closed. This prevents unintentional littering in your neighborhood.
- NO plastic bags please!



Spiral Paper Cans

Examples include Pringles, Pillsbury, and nut cans.

- No preparation required, the metal lids can be left attached.



Corrugated Cardboard

- Remove all packing materials, including any polystyrene (Styrofoam) liners.
 - Completely breakdown boxes and flatten, do not just step on them.
 - Reduce cardboard to pieces no larger than 3' x 3' in size.
 - NO food residue, NO pizza boxes!
- « Cardboard must fit inside the recycling cart. Materials outside the recycling cart will not be collected.
- « Important! If cardboard is not reduced to 3'x3' or smaller in size, it will not fit in the troughs on recycling trucks or may become jammed in the recycling cart and it will not be collected for recycling.



Putting items not accepted in the recycling program in the recycling container contaminates the entire load of paper collected, making it unacceptable to our processor for recycling. Please only put the listed items in the bin.

Help our crews improve efficiency! Secure the straps on recycling bins to prevent littering. Straps broken? Call Raleigh Recycling at 919-996-6890 to have a new set of straps sent to you.

Sorting is not required of residents or crews! All sorting is done at the recycling processing facility. Thanks for helping us serve you better!

If you have any questions about recyclable items or a missed collection, call Raleigh Recycling at 919-996-6890, Monday through Friday from 7 a.m. to 6 p.m. Missed collections may also be reported online at www.raleighnc.gov, and search *SWS Missed Collection Form*.

The recycling container has been provided by the City of Raleigh for recycling purposes only. It is embedded with a RFID tag that is geo-coded to a specific address. If you move, please leave your container for the next resident to use.

If you have mobility impairment and no one in your household can move the recycling container to and from the curb, Raleigh Recycling can help. Call 919-996-6890 to arrange for assistance.

Visit our web site at www.raleighnc.gov/recycling for great ideas about waste reduction, reuse, and sources for recycling items not collected in the Raleigh Recycling curbside program.

Join our email distribution group and be among the first to know about program changes, holiday schedules, delayed routes and more! Visit www.raleighnc.gov and click on MyRaleigh Subscriptions to sign up for various areas of interest.



Purchasing Additional Recycle Bins or Carts

If you are still using the 18 gallon recycling bin and have more recyclables than one recycling bin will hold, you may take them to one of the City's recycling drop-off sites, or you may use another container that is similar in shape and size to the recycling bin. The extra container must be placed alongside the green recycling bin provided, not used instead of it. You may also purchase additional city issued recycling bins for \$6* each.

Many residents have been phased over to 95 gallon roll carts for recycling on a bi-weekly schedule. If a resident using a blue cart for recycling needs more capacity they may purchase either an extra 65 gallon recycling cart for \$42* or a 95 gallon recycling cart for \$48*. To purchase additional recycling bin(s) or carts over the phone using a VISA or MasterCard call Solid Waste Services Customer Support at 919-996-6890 or the Revenue Office at 919-996-3200. To purchase the additional containers by mail, send a check for the correct amount to the City of Raleigh, Revenue Services - 26, PO Box 590, Raleigh, NC 27602-0590. Include a note stating the number and type of containers you wish to purchase, the address you would like them delivered to, and your phone number. The container(s) will be delivered to the address you specify within seven business days.

IMPORTANT: You may only purchase recycling carts if your neighborhood has already been phased into the cart system. If you purchase a recycling cart and your neighborhood is still using recycling bins the recycling cart will NOT be serviced. Special trucks are needed to service carts!

* Prices subject to change based on the current cost to the city.

Recycling Drop Off Centers



Several recycling drop off centers are located around the city for use by residents and small businesses.

Hours and locations: (open 24/7 unless otherwise noted)

- ☐ Jaycee Park: 2405 Wade Avenue
- ☐ Mini City Shopping Center: 4510 Capital Blvd.
- ☐ City of Raleigh Yard Waste Center: 900 N. New Hope Rd.
(Mon.-Sat. 7 am—4 pm only) Also accepts electronics (all items with a cord).
- ☐ City of Raleigh Pubic Works Office: 400 W. Peace St.
(Mon.-Fri. 7 am—4 pm only) Also accepts electronics.
- ☐ Sam's Club: 2537 S. Saunders St. (note: NO CARDBOARD AT THIS LOCATION!)
- ☐ Habitat Wake ReStore: 2420 Raleigh Blvd. (Mon. - Fri. 10 am - 6 pm and Sat. 8 am - 4 pm, closed Sun.)
- ☐ Eatman's Carpets: 8101 Glenwood Avenue

Please do not leave any garbage, trash or yard waste at the recycling drop off centers! They are provided for recyclable materials ONLY. Leaving unacceptable materials at the recycling drop off centers potentially contaminates the recyclable materials and adds considerable expense to the program since we must collect it, transport it, and pay to dispose of it at the county landfill. It also puts the recycling drop off center at risk as we partner with the property owner and when trash is left at the site it becomes unsightly.

Computer & Electronics Recycling



Electronic Equipment Recycling

N.C. state law prohibits the disposal of computers and televisions in N.C. landfills. Don't throw them in the trash! Each computer monitor may contain as much as five pounds of lead. Circuit boards contain heavy metals such as cadmium, mercury and chromium and plastic housings contain PCBs, which can contaminate surface water when disposed of improperly.

Raleigh Recycling offers twice per month special curbside collection service to residents to support this ban and keep these potentially harmful materials out of the county's landfill. There is no fee for this special collection.

Residents must call Solid Waste Services at 919-996-6890 to arrange for the special computer/television collection. Once an appointment is made the equipment can be left on the curb. Acceptable items include: televisions, computer monitors, cords, processing units, computer speakers, scanners, parts, keyboards, mice, fax machines and copiers. Residents are responsible for removal of any data on equipment to be recycled and are reminded to ensure any personal data has been destroyed.

NOTE: If you make an appointment for the listed equipment you may also include any other household items with a cord and it will be recycled. You may NOT make an appointment for corded items that are not listed above without a computer or TV included in the pickup.

For residents not wishing to wait for one of the twice per month curbside collections the city has two recycling drop off centers that accept all household items with a cord. The locations are the City of Raleigh Public Works Office at 400 W. Peace Street and the Yard Waste Recycling Center at 900 N. New Hope Road. Residents may also take items directly to one of the Wake County Multi-Materials Facilities themselves if they prefer. Call Wake County Solid Waste Management at 919-856-6186 or visit web site www.wakegov.com/recycling/business/multimaterialdropoff.htm.

Remember, working computer equipment could be donated to a number of charitable organizations (see our web page for Local Computer Options). Donated equipment may also be tax deductible. The City of Raleigh promotes reuse of good equipment before recycling or disposal.

Rechargeable Battery Recycling

The City of Raleigh has partnered with the Rechargeable Battery Recycling Corporation to recycle used rechargeable batteries. Residents may drop off spent rechargeable batteries at the Solid Waste Services Administrative Office located at 630 Beacon Lake Drive, the Yard Waste Recycling Center at 900 N. New Hope Road, or any of the City's Fire Stations.

Recycling these batteries helps create a cleaner and safer environment by keeping harmful rechargeable battery by-products out of the landfill. Rechargeable batteries are commonly found in cordless power tools, cellular and cordless phones, laptop computers, camcorders, digital cameras, and remote control toys. Visit the City's web site for a complete list of all locations where these spent batteries can be dropped off for recycling right in your neighborhood.

Recycling in the Parks!

The City of Raleigh offers recycling options in many of the City parks. Special recycling containers are located at tennis courts, baseball and soccer fields, tot lots, BMX courses, walking trails and picnic areas to capture individual sized bottles and cans that usually never make it back home to the recycling bin. Recycling containers accept aluminum beverage cans and plastic and glass drink containers. Look for one of these recycling containers before throwing these valuable materials into the garbage can!

Swap Shop

Don't shop until you swap! A Swap Shop is located at the City of Raleigh Yard Waste Recycling Center at 900 N. New Hope Road. The intent of the Swap Shop is to encourage waste reduction and reuse. It was set up to divert usable materials from the waste stream. Use of the Swap Shop extends both the life of the items and the life of the landfill.

Cleaning out the garage or attic? Redecorating? Moving? Residents are encouraged to bring unwanted useable items in working condition to the Swap Shop and leave them for someone who could use them. While there, they can "shop" around for something they might want or need. Items are available on a first come, first serve basis. Examples of items include furniture, small appliances, tools, and toys. Items not accepted include anything non-working, weapons, mattresses, clothing, books, and animals. For a complete listing, and further information, visit our web site or call 919-250-2728 or 919-919-996-6890.





Event Recycling

Planning an event? So you've arranged to get the garbage collected. How about creating less waste in the first place and recycling all you can?

Call Raleigh Recycling at 919-996-6890 and speak to a specialist. We can help you plan to produce the least amount of waste and recycle the most. We can lend out recycling containers to make recycling easy. Our staff is here to guide you in producing less waste, and recycling or composting all that you can.

Public Speaking and Outreach

Solid Waste Services staff speak to schools, civic groups, businesses, neighborhood associations and Scout troops about solid waste issues. Presentations on recycling, waste reduction, sustainability, backyard composting and vermicomposting (composting with worms) are offered. Staff members welcome the opportunity to participate in school fairs, career days, Earth Day, National Reuse Day or America Recycles Day events. Green building tours are offered at the Solid Waste Services operational facility. Recycling sorting center tours provide an opportunity to learn how recyclable materials are separated and baled. Call Raleigh Recycling at 919-996-6890 to request a tour or presentation.

Become a Raleigh Recycling Block Leader!

Are you interested in being a leader promoting recycling and waste reduction right in your neighborhood? Raleigh Recycling needs YOU! The Raleigh Recycling Block Leader Program is designed to expand community awareness of recycling and its benefits. Your goal as a recycling block leader is to inform your fellow neighbors about general recycling information, such as collection dates or changes, materials accepted, the benefits of recycling, alternatives to disposal and recycling events. Nearly 200 residents have already committed to champion recycling in their neighborhood. Call Raleigh Recycling at 919-996-6890 to get started!



Yard Waste Preparation Guidelines

- Yard waste is collected on the curbside on the same day as recycling and garbage.
- Separate yard waste from other trash and garbage.
- Make sure it is free of rocks and other debris.
- Use one of these containers or ways to prepare the material:
 1. Permanent container with two lifting handles, such as a garbage can or plastic container, no larger than 35 gallons, and weighing no more than 75 pounds when full.
 2. Biodegradable paper yard waste bags, available at area hardware, home improvement and discount stores.
 3. CLEAR plastic bags.
- Limbs may be tied into bundles of not more than five feet in length, 18 inches in diameter and weighing no more than 75 pounds. Set bundled limbs on the curbside.
- Limit the number of bags set out for collection each week to 15.
- Logs and limbs more than six inches in diameter or over five feet in length, and stumps and rocks will not be collected.
- Yard waste cannot be placed on the curb until noon on the day before your assigned collection day. This includes yard waste produced from weekend work. Yard waste on the curb before noon on the day before your assigned collection day, and yard waste on the curb after 7 p.m. on the day after your assigned collection day, may incur a \$50 citation for violation of the Solid Waste Code.
- Improperly prepared yard waste that was not collected, and yard waste containers must be removed from the curbside by 7 p.m. on the day after your collection.
- Yard waste prepared by a private contractor must be recycled by the contractor. SWS is not responsible for recycling yard waste prepared by a private contractor.



Residents living within Raleigh's city limits may also take yard waste to the City's Yard Waste recycling Center at 900 N. New Hope Road. Tipping fees will apply.

Yard Waste Recycling Center

Raleigh residents may take yard waste materials directly to the city's Yard Waste Recycling Center but tipping fees will be charged. The yard waste recycling center is located at 900 N. New Hope Road. The Yard Waste Recycling Center is open Monday through Saturday from 7 a.m. to 4:00 p.m. for recycling yard waste materials as well as regular curbside recyclable materials and electronic items (all items with a cord). Please separate yard waste and electronics from other recyclable materials. Compost, mulch and wood chips are also available for sale. The Yard Waste Recycling Center is also home to the city's Swap Shop. Call 919-250-2728 for hours and pricing information.



Seasonal Leaf Collection

Loose leaf collection is conducted by the Street Maintenance Division roughly from mid-November through mid-February each year. Raleigh is divided into sections with collection scheduled for specific days. Check the following sources to determine the leaf collection schedule for your area:

- Website www.raleighnc.gov
- Cable channel 22 (RTN 22)
- Leaf Line 919-996-3720 for daily updates

Take advantage of this convenient service and save yourself the time and cost of bagging leaves. Find out when leaf collection is coming to your neighborhood by using the above sources. Rake your leaves to the curb, **not in the streets**. Keep leaf piles away from fire hydrants, water meter boxes and other obstructions so they can be easily collected.

Backyard Composting

Composting is nature's way of recycling organic waste, such as grass clippings, fallen leaves and kitchen scraps, into fertile soil. Backyard composting reduces waste sent to the city's Yard Waste Recycling Center and rewards you with an excellent soil amendment for your landscape. Work compost into the soil to improve its texture and ability to hold water. Plants grown in compost enriched soil get the nutrients they need to produce bigger blossoms and tastier fruits.



How to Compost

Bins or piles are an easy way to begin composting at home. Make a simple, round bin out of chicken wire, or purchase a commercial bin. An ideal bin will allow you to build a pile that is about 3 feet high by 3 feet wide by 3 feet deep. Smaller piles will take longer to decompose. Site the pile or bin in a sunny corner of the yard. Note that trees will shade the compost and roots could grow up into the pile, making it difficult to turn. Locating the pile near an outdoor faucet can be helpful in summer when you may need to add water to keep the pile moist.

The four essential ingredients for a successful compost pile are carbon, nitrogen, water and air. Build a "hot" pile by starting with a 1-foot layer of fallen leaves, straw or small branches, which are excellent sources of carbon. Top them with a layer of nitrogen-rich material such as grass clippings, fresh plant trimmings, and food scraps. Add water until the material has the consistency of a wrung-out sponge. Continue layering until the

top of the bin has been reached. A full pile should heat up to 140-150 degrees Fahrenheit in a week, and then slowly cool down. Turn your pile after one week to add air and accelerate the decomposition process. After that, turn the pile (emptying the entire pile into an adjacent bin is easiest) every 3 or 4 weeks. You may add food scraps in small quantities (less than a gallon at a time) until the pile has shrunk to about one half of its original size. Always bury food scraps 6 to 8 inches deep to reduce odors that could attract raccoons or other animals.

"Cold" compost may be made by adding materials in smaller amounts instead of building a large pile all at once. Making compost this way will take longer, but still produces a useful soil amendment.

How will you know when compost is ready to use? Finished compost will look dark and crumbly, much like soil. It may smell sweet and should not contain big pieces of the original material, such as entire leaves. Producing finished compost may take from 12 weeks to 1 year, depending on the time of year and the types of materials used. There are many ways to use compost to enhance your garden. Work 2 to 3 inches of compost into poor soil to establish new vegetable or flower beds. On existing beds, spread a 1-inch layer of compost each year to maintain soil quality.

The Solid Waste Services Department offers occasional hands-on workshops on composting. To sign up, call 919-996-6890.

Okay to Compost:

- Leaves
- Grass clippings
- Fruit and vegetable peels
- Coffee grounds and tea bags
- Eggshells (crush first)
- Wood ashes

Avoid Composting:

- Meat scraps and bones
- Oily and greasy foods
- Dairy products
- Dog, cat, and human waste
- Coal ashes

Litter

Want to help educate a litterbug? When you witness someone littering, such as a driver throwing a cigarette butt out the window of a vehicle, report the offender to the NC Department of Transportation. The department's Office of Beautification Programs runs the Swat-a-Litterbug program to inform that littering is never acceptable behavior.

You can report online at: www.ncdot.org/doh/operations/dp_chief_eng/roadside/Beautification/Litterbug/default.html or call 1-877-DOT-4YOU (1-877-368-4978). The owner of the reported vehicle will receive a letter about the penalties for littering. Join Wake County's 86it anti-litter movement and show your support for a litter-free community at www.86it.com.



Solid Waste Services Code Enforcement

Solid waste collection in the City of Raleigh is governed by Section 7 of the Municipal Code. These simple rules are designed to protect the appearance of neighborhoods and keep the streets free of obstacles for drivers and pedestrians. Your cooperation with these rules will help Solid Waste Services collect efficiently and safely from the curb. Please remember to:

- Place refuse containers, recycling bins and yard waste on the curb no earlier than noon on the day before collection and no later than 7:00 a.m. on the day of collection.
- Remove cart, recycling bin, yard waste containers and uncollected improperly prepared yard waste from the curb to a place, not easily seen, as viewed from the street facing the front door of a house, by 7 p.m. the day after collection.
- Keep carts at least 5 feet from other objects (vehicles, mail boxes, fences, power lines, etc.) that could be damaged or cause damage.
- Garbage should be placed only in the 96- or 65-gallon cart supplied by the City of Raleigh. Trash outside the cart will not be picked up.
- Townhome residents should label their cart with street address and unit number or letter.
- Make sure that if you have purchased a second cart that it has a yellow proof of purchase sticker on it provided by the City of Raleigh. Additional carts without this sticker shall be removed from your property by the City of Raleigh.
- If you hire a contractor to perform yard work, the contractor is responsible for collecting and removing any waste, not Solid Waste Services.
- Do not mix yard waste with rocks, dirt or other trash.
- Garbage should not be mixed with recyclable materials in the recycling bin or cart.
- Every household or business that receives residential curbside collection must pay the current solid waste fee.
- All single family and multi-family units must pay the current recycling fee.
- Yard waste material should not be placed in the recycling bin or cart.

Violations of the code may result in administrative fees and civil penalties. For more information please refer to Section 7 of the Raleigh City Code.

All Solid Waste billing for single family, multi-family homes and commercial businesses are billed through the Utility Billing Division. These charges can be found on your utility bill marked Solid Waste and Recycling Fees.

Pre and Post Disaster Preparation



The City of Raleigh has an Emergency Operation Plan that coordinates efforts with the County, State and Federal disaster response and recovery efforts that recognizes the City's primary responsibility for the health and welfare of the City's residents and guests.

This plan addresses such disasters as tornadoes, hurricanes, severe winter storms, floods, and terrorism. Raleigh citizens may be asked to change their daily habits to help in the disaster recovery. It is important that each household has a means of receiving information, a cell phone, CB radio, battery operated AM/FM radios, etc. It is extremely important for citizens to remain calm and patient throughout the duration of the event as the City works to recover as rapidly as possible.

Why must all garbage fit in the garbage cart? Why can't items be put along side the cart?

Fully automated collection has only a driver operating a robotic arm to lift the garbage cart to empty it into the garbage truck. This type of collection is the most efficient and safest method of collection system available today. If the driver had to stop to get out and collect excess garbage outside the cart, the efficiency of the system would be lost, additional trucks and drivers would be required, and employees' safety would be at risk.

Does my collection day change when there's a holiday?

Solid waste crews will work normal schedules on Good Friday, Veteran's Day and the Friday after Thanksgiving. Holidays falling on a Monday do not affect collection schedules since solid waste crews work Tuesdays through Fridays. Current holiday collection schedules can be found on our website at www.raleighnc.gov (use search words "holiday collection", by calling our Solid Waste Hotline at 919-996-6194, and are advertised in local newspapers.

My cart/bin is broken or was stolen. What do I do?

Call Solid Waste Services at 919-996-6890 to request a repair or replacement. A supervisor will assess the container. If it is beyond repair due to normal wear and tear, or was damaged while being serviced, it will be repaired or replaced at no charge. Containers will not be replaced for free as a result of vandalism or abuse. If a cart or bin was stolen, a resident may be asked to present a police report in order to have the container replaced without charge.

What is my service day?

Residents can find out their service day by calling Solid Waste Services at 919-996-6890 or visiting our web page at www.raleighnc.gov, clicking on the tab at the top called "City Services" and entering their address in the fields in the lower right hand corner.

My container wasn't serviced. What should I do?

If the container(s) was at the curb by 7 a.m. on your assigned collection day:

- Check the container for an educational tag explaining why the materials could not be collected.
- If you did not find an education tag, call 919-996-6890 and report the missed collection, or submit the convenient online request form at <http://wastecollections.raleighnc.gov>.

I am physically unable to take my cart(s) to the curb for collection. What can I do?

Backyard service is available to qualified disabled residents when no one in the home is physically able to place the cart(s) curbside. Call Customer Services at 919-996-6890 to find out qualifications.



I will be moving soon. What do I do with the garbage cart and recycling bin/cart?

The city-issued garbage cart and recycling container are the property of the City of Raleigh. Each container is embedded with a RFID tag that is geo-coded to the specific address. Please leave them in the rear yard or garage of the residence when you move.

My collection day is tomorrow and the weather forecast is for snow/sleet/ice/hurricane. What will the collection schedule be?

Depending on the severity of the weather, collection may be delayed. Please refer to the local television and radio stations, the local newspaper, the Raleigh Television Network cable channel RTN22, our web site www.raleighnc.gov, the recorded Solid Waste Hotline 919-996-6194, or call 919-996-6890 for the latest schedule changes. You may also wish to join our email distribution group to be automatically sent an email notification of any schedule change and other related information. Visit www.raleighnc.gov and click on MyRaleigh Subscriptions to choose groups of interest.

I always have too many recyclables to fit in my green recycling bin so I put them all in a garbage can — but the recycling crews didn't pick them up. Why not?

The crews probably missed your recyclables for two important reasons. First, when on their route, collectors are looking for the green recycling bin (or blue cart if you have been phased to the biweekly system). If the green recycling bin is not at the curb, collectors are not expecting a garbage can to have recyclables in it! Second, a garbage can full of recyclables is just too heavy to handle safely! Raleigh's green recycling bins were designed in size and shape for crews to provide efficient service in a manner that will not cause injury. So remember, if you have more recyclables than will fit in your bin:

- Use additional containers that are comparable in shape and size to the green recycling bin.
- Make sure the green recycling bin is at the curb with any other containers used.
- Purchase an additional recycling bin.

All the containers I put in my bin had the recycling symbol (three chasing arrows), but the crew did not take them. Doesn't this symbol mean it can be recycled?

Was the number inside the chasing arrows a "6"? Number 6 resin code is for polystyrene and there are no local markets to recycle polystyrene.



"Please Recycle"



"Made From Recycled Materials"



Why aren't all plastic items accepted for recycling?

Some items cause problems at the materials recycling facility (MRF) – the sorting facility. While some sorting happens by hand, much of it is done by machinery. The biggest contaminate we see is plastic bags. They are a nightmare at the MRF as they become wrapped around equipment and shut down machinery. Plastic lids cannot be accepted as one of the sorting methods is a three dimensional sorter. This happens early on in the process and is a shaking type process where material fall through slots or are shuffled up a line. Basically three dimensional items (containers – bottles and cans – fall down to one sort box) and the flat items (paper) are shuffled up. So things like the lids from margarine tubs get treated as paper and the paper mills are quite unhappy receiving them. Bottom line there is a very good reason for each item we cannot accept.

What should residents do with common household alkaline batteries (non-rechargeable)?

Regular household (non-rechargeable) batteries are rarely considered to be hazardous since only very small amounts, if any, manufactured today (since 1994) contain mercury. Alkaline batteries are composed primarily of common metals - steel, zinc and manganese - and do not pose a health or environmental risk during normal use or disposal. Proven cost-effective and environmentally safe recycling processes are not yet universally available for alkaline batteries. Implementing a collection and disposal program using the household hazardous waste vendors would be very costly. If you are making a trip taking other items to Wake County's Household Hazardous Waste Facility, take them along; otherwise, it is not worth the gas to make the trip there and they can safely be disposed of in the garbage.



Is there a charge for the garbage, recycling or yard waste collection?

All households are charged a monthly solid waste and recycling fee on their utility bill for their solid waste services. These fees are set each year with the annual budget.

Where can I recycle Styrofoam?

Styrofoam (a trade name) is actually polystyrene and is not easily recyclable because of its light weight and low scrap value. While it is light weight it takes up an incredible amount of volume. The only buyers of polystyrene are in the mid-west and on the west coast. They would require a vast quantity of material to be interested in buying it (tons). The cost of storing (warehousing) several tons of polystyrene and then paying transportation costs to ship the material to an interested buyer make it cost prohibitive to accept it for recycling. Raleigh Recycling encourages residents to avoid purchasing products that use polystyrene and when encountering a product using it, to let the manufacturer know that you would prefer they use a more environmentally friendly and recyclable product instead of the polystyrene.

Why aren't pizza boxes accepted for recycling?

Pizza boxes are contaminated with grease and oil. The grease and oil can never be washed out of the cardboard (oil and water do not mix!) and any new paper product that would be made from the recycled pizza box would have a big "splotch" on it – yuck! Please do not put pizza boxes in the recycling container.

What should I do with compact fluorescent bulbs (CFLs)?

CFLs contain a small amount of mercury vapor and therefore are considered hazardous waste and should not be put in the garbage. Wake County accepts them (see section on Household Hazardous Waste) and the big box home improvement stores, Home Depot and Lowe's, will also accept them from residents. At Home Depot or Lowes simply take them to the employee at the "returns" desk. Take care when transporting the bulbs as breaking them will allow the mercury vapor to escape. It is best to transport them in a Ziploc bag.

What should I do with old medicine and drugs?

Old medicine and drugs should be mixed with kitty litter or coffee grounds then placed in a plastic bag before putting in the garbage cart.

City of Raleigh
Solid Waste Services Department
Mission Statement:

To pursue a safe, efficient and effective waste collection and disposal system that protects the natural environment while supporting Raleigh's vision to create a sustainable future for generations to come.

Solid Waste Services provides Raleigh residents with a comprehensive program of services to effectively and efficiently handle solid waste. From collection to recycling, disposal, proper handling, code enforcement and educational outreach, Solid Waste Services works with the community to provide a safe environment in a cost effective manner.

Garbage, yard waste and recycling are collected on the curb on the same day each week. This schedule provides citizens with the ease of having to remember only one collection day and saves the City money.

The City uses four collection zones: northwest, northeast, southwest and southeast. Weekly collection days are Tuesdays in the northwest zone, Wednesdays in the northeast zone, Thursdays in the southwest zone, and Fridays in the southeast zone. (Recycling carts are serviced on a bi-weekly schedule. Calendars are available online at www.raleighnc.gov, search words "recycling calendar".



Important Telephone Numbers

Garbage/Recycle/Yard Waste/Bulky Load.....	919-996-6890
Yard Waste Center	919-250-2728
Special Load (Recorded)	919-996-3798
Solid Waste Services Hotline (Recorded).....	919-996-6194
SWS Code Enforcement	919-996-6874
Litter Line	919-856-5700

SWS Call Center Hours

Mon-Fri 7am - 6pm

for information and for Friday missed garbage collection ONLY

Quick Links to Web Pages

City of Raleigh www.raleighnc.gov

Recycling www.raleighnc.gov/recycling



Wilders Grove Solid Waste Service Facility

Want to be among the first to know?

Members of Solid Waste Services Email Distribution Lists can receive email notification of schedule changes and other important news about waste reduction and recycling. To be added to this group, visit www.raleighnc.gov and click on MyRaleigh Subscriptions.

**All prices subject to change. Printed on Post Consumer Recycled Paper. Revision date May 2012. Developed by Solid Waste Services.*

Do you have additional questions that aren't answered here? Now you can scan the code to the right with your smartphone to quickly visit the City's website get contact information quickly and accurately. Thank you!





City of Raleigh • Solid Waste Services Department • P.O. Box 590 • Raleigh, NC 27602-0590
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